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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/750,029	12/29/2000	Glen E. Shires	P 273233 P10167	6437

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EXAMINER

ELAHEE, MD S

ART UNIT	PAPER NUMBER
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2697

DATE MAILED: 10/06/2003

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/750,029

Applicant(s)

SHIRES, GLEN E.

Examiner

Md S Elahee

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 03 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☐ Responsive to communication(s) filed on ____.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-18 is/are pending in the application.
- 4a) Of the above claim(s) ____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) ____ is/are allowed.
- 6) ☒ Claim(s) 1-18 is/are rejected.
- 7) ☐ Claim(s) ____ is/are objected to.
- 8) ☐ Claim(s) ____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on ____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) ☐ The proposed drawing correction filed on ____ is: a) ☐ approved b) ☐ disapproved by the Examiner.
- If approved, corrected drawings are required in reply to this Office action.
- 12) ☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

- 13) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. ____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.
- 14) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).
- a) ☐ The translation of the foreign language provisional application has been received.
- 15) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s) ____.
- 4) ☐ Interview Summary (PTO-413) Paper No(s) ____.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other:

DETAILED ACTION

Claim Rejections - 35 USC § 102

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2. Claims 1, 2, 5, 6, 10-12 and 14-16 are rejected under 35 U.S.C. 102(e) as being anticipated by Goss et al. (U.S. Patent No. 6,493,447).

Regarding claims 1 and 16, Goss teaches receiving, by a telephony server, a request for a call-back issued by a customer at a customer station by selecting telephone information service via a browser, the request including a telephone number, to be used for the return call, and customer information (abstract; fig.1; col.1, lines 62-67, col.2, lines 1-22; 'customer' reads on the claim 'user').

Goss further teaches placing a call, by the telephony server, to a call center that facilitates the telephone information service, through a phone connection, the call center comprising an interactive voice response system, the call delivering information relevant to the request to the call center according to an interactive voice response tree used by the interactive voice response system (fig.1; col.1, lines 62-67, col.2, lines 1-22, col.3, lines 51-64).

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Regarding claim 2, Goss teaches that the customer information includes customer's telephone number (col.1, lines 62-67, col.2, lines 1-22; 'customer' reads on the claim 'user' and 'telephone number' reads on the claim 'account information').

Regarding claim 5, Goss teaches a customer's telephone and a customer's device with network connection to access data on a browser (abstract; fig.1; col.1, lines 62-67, col.2, lines 1-22; 'customer' reads on the claim 'user').

Goss further teaches a call center providing a telephone information service (abstract; fig.1; col.1, lines 62-67, col.2, lines 1-22).

Goss further teaches a telephony server for data integration connecting to both the customer's browser, via a browser server, and the call center, via a phone switching network, the telephony server receiving a request for a call-back issued from a customer via the customer's browser, wherein the request includes a phone number for the call-back and customer information, the telephony server placing a call, based on the request, to the call center and delivering the customer information to the call center (fig.1; col.1, lines 62-67, col.2, lines 1-22, col.3, lines 51-64; 'customer' reads on the claim 'user').

Regarding claim 6, Goss teaches that the device is a personal computer (fig.1; col.5, lines 10-13).

Regarding claim 10, Goss teaches an interactive voice response system for interactively responding a call, via voice, based on an interactive voice response tree (fig.1; col.1, lines 62-67, col.2, lines 1-22, col.3, lines 51-64).

Goss further teaches an automatic call distributor for routing the call to an agent at an agent station (abstract; fig.1; col.3, lines 51-67, col.4, lines 1-21).

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Goss further teaches an automatic call distribution gate for selectively connecting a routed call to the agent station (fig.1; col.3, lines 51-67, col.4, lines 1-21).

Claim 11 is rejected for the same reason as discussed above with respect to claim 10. Furthermore, Goss teaches a Contact Server for storing, retrieving, and managing user information (col.4, lines 22-47, col.7, lines 11-15; 'Contact Server' reads on the claim 'customer relation management system').

Claim 12 is rejected for the same reasons as discussed above with respect to claims 10 and 11.

Regarding claim 14, Goss teaches that at least one agent station connecting to the call center (fig.1).

Regarding claim 15, Goss teaches a telephone for receiving and answering a routed call from the call center (fig.1, fig.11; col.3, lines 51-64, col.24, lines 34-42).

Goss further teaches a display screen for information display (fig.1, fig.11; col.3, lines 51-64, col.24, lines 34-42).

Goss further teaches a presentation unit for receiving the customer information, sent with the routed call, and for displaying the customer information on the display screen (fig.1, fig.11; col.3, lines 51-67, col.4, lines 1-21, col.24, lines 34-42; 'customer' reads on the claim 'user').

Claim Rejections - 35 USC § 103

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

4. Claims 3, 4, 13, 17 and 18 are rejected under 35 U.S.C. 103(a) as being unpatentable over Goss et al. (U.S. Patent No. 6,493,447) and in view of Foladare et al. (U.S. Patent No. 6,049,602).

Regarding claim 3, Goss fails to teach “generating a string of DTMF codes encoding the user information based on the interactive voice response tree”. Foladare teaches generating a string of DTMF codes encoding the caller information based on the interactive voice response tree (col.3, lines 5-15; ‘caller’ reads on the claim ‘user’). Thus, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Goss to allow generating a string of DTMF codes encoding the user information based on the interactive voice response tree as taught by Foladare. The motivation for the modification is to have doing so in order to provide the encoded information to the call center.

Goss further fails to teach “transmitting the string of DTMF codes to the call center”. Foladare teaches transmitting the string of DTMF codes to the call center (col.3, lines 5-15, col.6, lines 14-30). Thus, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Goss to allow transmitting the string of DTMF codes to the call center as taught by Foladare. The motivation for the modification is to have doing so in order to provide the encoded information to the call center.

Regarding claims 4 and 18, Goss teaches routing, by a call center, the call to an agent station (fig.1; col.3, lines 51-67, col.4, lines 1-21).

Goss teaches presenting the customer information on the agent station (fig.1; col.3, lines 51-67, col.4, lines 1-21; ‘customer’ reads on the claim ‘user’).

However, Goss fails to teach “decoded from the string of DTMF codes”. Foladare teaches decoded from the string of DTMF codes (col.3, lines 5-15). Thus, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Goss to allow decoded from the string of DTMF codes as taught by Foladare. The motivation for the modification is to have doing so in order to provide the decoded information to the call center.

Regarding claims 13 and 17, Goss teaches a receiver for receiving, from the browser server, the request issued by the customer (abstract; fig.1; col.1, lines 62-67, col.2, lines 1-22; ‘customer’ reads on the claim ‘user’).

Goss fails to teach “generating a string of DTMF codes encoding the user information based on the interactive voice response tree”. Foladare teaches generating a string of DTMF codes encoding the caller information based on the interactive voice response tree (col.3, lines 5-15; ‘caller’ reads on the claim ‘user’). Thus, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Goss to allow generating a string of DTMF codes encoding the user information based on the interactive voice response tree as taught by Foladare. The motivation for the modification is to have doing so in order to provide the encoded information to the call center.

Goss further fails to teach “a transmitter for transmitting the DTMF string to the call center by delivering the string of DTMF codes to the interactive voice response system of the call center”. Foladare teaches a transmitter for transmitting the DTMF string to the call center by delivering the string of DTMF codes to the interactive voice response system of the call center (col.3, lines 5-15, col.6, lines 14-30). Thus, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Goss to allow a transmitter for transmitting

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the DTMF string to the call center by delivering the string of DTMF codes to the interactive voice response system of the call center as taught by Foladare. The motivation for the modification is to have doing so in order to provide the encoded information to the call center.

5. Claims 7-9 are rejected under 35 U.S.C. 103(a) as being unpatentable over Goss et al. (U.S. Patent No. 6,493,447) and in view of Stovall (U.S. Patent No. 6,192,050).

Regarding claims 7-9, Goss fails to teach that the device is a personal computer; a personal digital assistant device; a laptop computer. Stovall teaches that the device is a personal computer, a personal digital assistant device or a laptop computer (fig.1; col.2, lines 60-65). Thus, it would have been obvious to one of ordinary skill in the art to modify Goss to allow the device as a personal computer, a personal digital assistant device or a laptop computer as taught by Johnson. The motivation for the modification is to incorporate the equipments mentioned above in Goss's system in order to have a system with better equipments to support call-back features in a suitable working environment.

Conclusion

6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Alam Elahee whose telephone number is (703) 305-4822. The examiner can normally be reached on Mon to Fri from 9:00am to 5:30pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Jeffrey Hofsass can be reached on (703) 305-4717. The fax phone numbers for the organization where this application or proceeding is assigned are (703) 872-9306 for regular communications and for After Final communications.

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Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 305-4750.

M.E.

MD SHAFIUL ALAM ELAHEE

September 26, 2003

FAN TSANG
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2600

A handwritten signature in black ink, appearing to read 'Fan Tsang', written in a cursive style.